



**GOVERNMENT OF EKITI STATE
EKITI STATE MINISTRY OF INFRASTRUCTURE AND PUBLIC UTILITIES**

**EKITI STATE FIRE SERVICE,
SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT**

REPORTING PERIOD: 1ST -31ST October, 2025.

1. INTRODUCTION

This report outlined the compliance of the fire service with the service level agreement (SLA) for the month of October, 2025. It provide the detailed account of service request and processed, and measures the timeliness and responsiveness of the fire service in fulfilling statutory obligations.

2. SCOPE OF THE REPORT

The report covers:

- Nature of service requested
- Channel through which request were submitted.
- Detail of requesters (named, email and phone numbers)
- Date of request submissions
- Decisions reached (approval or denial)
- Date of communication of decision:
- Comparison with SLA timeline
- Compliance status

3. SLA REQUIREMENTS

Fire Service SLA Required all fire service request to be processed and a decision communicated within eleven (11) working days from the date of completed submission

4. SERVICE REQUEST LOG FOR OCTOBER, 2025

s/n	Name of service requested	Channel of request	Name of request	E-mail Address	Telephone number	Date of request	Decision reached	Date decision communicate	SLA Timeline	Compliance Status
1	Renewal	Walk in	Wema Bank, Old garage Ado Ekiti	Wemabankplc@yahoo.com	0803412704	9/10/25	Approved	9/10/25	1 days	Compliance
2	Renewal	Walk in	Aminco Multi National resource		07085052354	10/10/25	Approved	10/10/25	1 days	Compliance
3	Renewal	On line/ walk in	Great Achiever N/P School	Greatachievers school@gmail.com		31/10/25	Approved	31/10/25	1 days	Compliance
4	Renewal	On line/ walk in	Palm Spring Social eatery		08037636039	9/10/25	Approved	9/10/25	1 days	Compliance
5	Renewal	walk in	Omopariola John Ayo			7/10/25	Approved	7/10/25	1 days	Compliance
6	Renewal	On line/ walk in	Adebanjo Adekaitan	Adekaitannig ltd6791705@ gmail com.	0803813483	9/10/25	Approved	9/10/25	1 days	Compliance
7	Renewal	On line/ walk in	Rain Oil Filing Station		07035858653	9/10/25	Approved	9/10/25	1 days	Compliance
8	Renewal	On line/ walk in	Wema bank Iyin branch	Wemmin22@gmail . com		9/10/25	Approved	9/10/25	1 days	Compliance

9	Renewal	On line/ walk in	New Height Oluomo School	Newheightolumomo school		9/10/25	Approved	9/10/25	1 days	Compliance
10	Renewal	On line/ walk in	Onward hotel	Bankybello@yaho0. Com		9/10/25	Approved	9/10/25	1 days	Compliance
11	Renewal	On line/ walk in	Covenant Model N/P School	Covenantnur12@ gmail.com		30/10/25	Approved	30/10/25	1 days	Compliance
12	Renewal	On line/ walk in	Sincere Milk Int. School	Sadfes4you@gmail. Com		10/10/25	Approved	10/10/25	1 days	Compliance
13	Renewal	On line/ walk in	Apata Event Arena	Olomexdrink1853970 @gmailcomm		15/10/25	Approved	15/10/25	1 days	Compliance
14	Renewal	On line/ walk in	Toluwalase Model School	Toluwalase@ gmail. Com		10/10/25	Approved	10/10/25	1 days	Compliance
15	Renewal	Walk in	ABUAD Wema	Wemaabuade33@ gmail.com		9/10/25	Approved	9/10/25	1 days	Compliance
16	Renewal	On line/ walk in	Divine Heritage Academy		08066593181	9/10/25	Approved	9/10/25	1 days	Compliance
17	Renewal	walk in	Holy Vine International Academy	Adewaleadele200 @yahoo.com		9/10/25	Approved	9/10/25	1 days	Compliance
18	Renewal	walk in	Wema Aramoko		08035322860	9/10/25	Approved	9/10/25	1 days	Compliance
19	Renewal	walk in	Honey Comb Academy	Alabishinaayo @ gmail.com		109/10/25	Approved	109/10/25	1 days	Compliance

20	Renewal	walk in	Excel Model College		07068790099	10/10/25	Approved	10/10/25	1 days	Compliance
21	Renewal	On line/ walk in	Olufunmilayo Nur/ Pry School	Olufunmilayonur@gmail.com		93010/25	Approved	93010/25	1 days	Compliance
22	Renewal	On line/ walk in	Lucida Event Centre	lucidaevents@gmail.com		10/10/25	Approved	10/10/25	1 days	Compliance
23	Renewal	walk in	Omuo Bovas Filling station			20/10/25	Approved	20/10/25	1 days	Compliance
24	Renewal	walk in	Liberation Nur/Pry School	ber@ gmail.com		30/10/25	Approved	30/10/25	1 days	Compliance
25	Renewal	On line/ walk in	Hope Precious Academy	Oprecious academy @ gmail.com		23/10/25	Approved	23/10/25	1 days	Compliance
26	Renewal	On line/ walk in	Wema	wema@ gmail.com		23/10/25	Approved	23/10/25	1 days	Compliance
27	Renewal	On line/ walk in	Yolo lounge	Osekitaolutayo Emmanuel @ gmail.com		23/10/25	Approved	23/10/25	1 days	Compliance
28	Renewal	On line/ walk in	Treasure House High School	Tressure kiddies @ gmail.com		23/10/25	Approved	23/10/25	1 days	Compliance
29	Renewal	On line/ walk in	T-five filling Station	Tfive@ gmail.com		13/10/25	Approved	13/10/25	1 days	Compliance
30	Renewal	On line/ walk in	Jotad Specialist	Topsy.jolly@ yahoo.com		9/10/25	Approved	9/10/25	1 days	Compliance

31	Issuance	On line/ walk in	Omopariola John Ayo			6/10/25	Approved	6/10/25	1 days	Compliance
32	Renewal	On line/ walk in	F & F Greener Eng. Company			9/10/25	Approved	9/10/25	1 days	Compliance
33	Renewal	On line/ walk in	Yolo Lounge	Osekitaolutayo Emmanuel@ gmail.com		9/10/25	Approved	9/10/25	1 days	Compliance
34	Renewal	On line/ walk in	Liberty N/P Agbado	Temitoperebecca 1554511@gmail.com		9/10/25	Approved	9/10/25	1 days	Compliance
35	Renewal	On line/ walk in	Gracevill Montessori school	Maureenmukolu72 @ gmail.com		9/10/25	Approved	9/10/25	1 days	Compliance
36	Renewal	On line/ walk in	Wema Bank Omuo	Wemin22@ gmail.com		9/10/25	Approved	9/10/25	1 day	
37	Renewal	On line/ walk in	Wema Bank Ayedun	Wemaayedun22 @ gmail.com		9/10/25	Approved	9/10/25	1 day	
38	Renewal	On line/ walk in	Wema Eksu	Wemaeksu33@ gmail.com		9/10/25	Approved	9/10/25	1 day	
39	Renewal	On line/ walk in	Golden Glory N/P School	Olapejufalodun @ gmail.com		9/10/25	Approved	9/10/25	1 day	
40	Renewal	On line/ walk in	Joejok Global Link & Concept Ltd		08033767695	13/10/25	Approved	13/10/25	1 day	
41	Renewal	On line/ walk in	Wema Bank Plc Oye	wemaoyebranch@ gmail.com		9/10/25	Approved	9/10/25	1 day	
42	Renewal	On line/ walk in	Distinction Secondary School Ikere	Distinctionsecschool @ gmail.com		30/10/25	Approved	30/10/25	1 day	

43	Renewal	On line/ walk in	Dato Gas Plant		08038596955	9/10/25	Approved	9/10/25	1 day	
44	Renewal	On line/ walk in	Wema Bank Ikere	wemabankplc@ gmail.com		9/10/25	Approved	9/10/25	1 day	
45	Renewal	On line/ walk in	Gift of God Model School	giftgod@yahoo. com		30/10/25	Approved	30/10/25	1 day	
46	Renewal	On line/ walk in	P.A. Oni Nig. Ltd		08033887448	8/10/25	Approved	8/10/25	1 day	
47	Renewal	On line/ walk in	First segsam Nig. Ltd		07038585980	2/10/25	Approved	2/10/25	1 day	
48	Renewal	On line/ walk in	B – Comfort Lounge Home Invest		08065669034	8/10/25	Approved	8/10/25	1 day	
49	Renewal	On line/ walk in	TIS-VIC Model School Ado Ekiti	Hellenfalana2017@ gmail.com		8/10/25	Approved	8/10/25	1 day	

5. COMPLIANCE ANALYSIS

- Total request received - 49
- Request processed within SLA timeline – 49
- Request processed beyond SLA timeline – Nil

Overall SLA compliance – 100%

6. OBSERVATIONS

- The fire service showed commendable efficiency with all services request resolved within the SLA mandate timeframe.
- Online platforms remain the preferred channel for the for service agreement, underlining the importance of continued investment in digital services infrastructure.

7. RECOMMENDATIONS

- Implement an internal tracking mechanism for inter-agency dependency to minimize delay in complex service category
- Continue sensitizing the public on the use of digital channels for faster request handling.
- Strengthen internal workflows to ensure that all request, regardless of complexity, meet the SLA window

Prepared by:

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29th December, 2025.